



Health Matters – 21st April 2020

*An occasional update from
Hoveton & Wroxham Medical Centre.*



The priorities of the GP partners and staff:

1. Maintain our primary care services – including dispensing medicines.
2. Minimise the risk of infection within the Medical Centre to enable us to maintain our services - to protect patients and staff.
3. Contingency planning to make sure we are prepared.

- The Medical Centre has now settled in to a new routine that enables our priorities to be met. Our risk policy has meant that staff have been self-isolating at the slightest symptom but we are now back up to full strength. We also have satisfactory supplies of personal protective equipment.
- **Most Vulnerable Patients.** Every one of us is vulnerable during this terrible pandemic. However, some are more vulnerable than others. The NHS initiated work in late March to highlight and warn those most vulnerable patients. A letter was then sent by the NHS advising patients to 'shield', meaning a strict regime of precautions in addition to the lockdown precautions we are all following. Subsequently, because the NHS list was not comprehensive, work had continued locally to identify other patients needing to take additional precautions. All letters have now been sent. However, GPs will continue to review patients that consider themselves to be in the highest risk category. Further advice can be found through our website.
- **Appointments.** Most appointments continue to be by telephone unless the clinical decision is that a face-to-face appointment is necessary. **Do not come to the Medical Centre if you do not have an appointment.**
- From 1 April our website has been the main means of communicating with patients. So far this has proved successful allowing demand and clinical capacity to be better managed.
 - Those with no Internet access have been able to 'phone as usual and our reception staff have then transcribed their health problems or questions onto the website forms.
- **Thank You.** We have been touched by all the offers of support and gifts provided over the past 6-weeks. We have a very generous patient population. Our particular thanks go towards the hard-working team giving-up their time to deliver medicines to our most vulnerable patients and their carers.

